East End Homes and our residents both have a responsibility

We both play a part in keeping your home in good condition.
Here's a quick guide to who is responsible for what when it comes to repairs at your home. This guide explains what you are responsible for.

Your responsibilities as a resident

You are responsible for the day-to-day upkeep of your home, including:



Internal doors and door furniture (except internal fire doors)



Internal decorations (e.g. painting and wallpapering)



External door furniture (except rim locks such as Yale locks and letter plates)



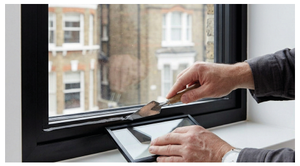
Wall tiles (except splashbacks)



Plug and chains to sinks and baths



WC seats and toilet roll holders



Internal glazing



Draught excluders



Gates, clothes poles, garden paths and fences



Garden paths, external areas and clothes poles

We may carry out these repairs for:

- Residents who are over state pension age
- Blue badge holders
- Those in receipt of disability benefits (where there is no other person of working age without a disability living in the property)

We can do this for you as a chargeable repair:

- If you request us to carry out any of the above repairs, this will be done on the basis that you pay our costs for the work. Arrangements can be made by contacting us.

We will also carry out these repairs if:

- They are required due to an incident that is hate crime or domestic violence
- The works are of a health and safety nature

Wilful damage or vandalism:

If a repair is needed due to wilful damage or vandalism caused by you or someone living in your home, you will be responsible for the costs of the work. This does not apply where damage is due to normal wear and tear.

East End Homes responsibilities

We are responsible for keeping the structure, outside of your home and key systems in good working order. This includes:



Heating and hot water systems



Electrical systems and fittings



Water supply and plumbing



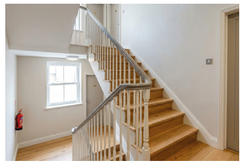
Roofs, gutters and rainwater pipes



External walls, brickwork and render



Windows (external) and external doors



Communal areas, stairs, lifts and entry systems



Extractor ventilation and smoke alarms



Kitchen worktops and replacement sanitary ware (where applicable)



Garages, sheds, locking posts and communal areas



Paths, steps and external areas (where applicable)



Plasterwork and splashbacks (where applicable)

We also carry out:

- Repairs to blocked and leaking gutters and rainwater pipes
- Minor repairs to windows, roofs and floors
- Repairs to walls, brickwork, slates or tiles
- Repairs to external walls, fences and paths
- Minor repairs to steps and staircases
- Other day-to-day repairs or replacements

Repair priority and response times

Unless individual circumstances dictate, orders will be issued in accordance with the following:

Emergency repairs

We will respond within 1 hour and make safe within 24 hours.

Examples include:

- Total loss of heating or hot water (in winter)
- Total loss of water or electricity supply
- Uncontrollable leaks or burst water main
- Blocked WC or no working toilet
- Security breaches to external doors or windows
- Gas leaks (call National Grid on 0800 111 999)
- Lift or stairlift breakdown
- Severe storm or flood damage
- Other emergencies

Non-emergency repairs

We will arrange an appointment at a time to suit you and aim to complete the repair within 28 days.

Examples include:

- Minor plumbing leaks (that can be contained)
- Partial loss of electrical supply
- Blocked sinks, baths or basins
- Defective flooring or stair treads
- Repairs to windows, roofs and external areas
- Faulty extractor ventilation or smoke alarms
- Renewal of storage tanks or hot water cylinders
- Other day-to-day repairs or replacements